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Case [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: [REDACTED]

**General**

Caller Name	[REDACTED]	Dealer	WOOD NISSAN OF LEE'S SUMMIT
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	Matthew Mead
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	[REDACTED]	Texting Status	[REDACTED]
Created Day	[REDACTED]		

**Incident Information**

Customer Comments	C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48G [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F48G [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	General	Archived VIN Model	TITAN XD
Symptom	GENERAL QUESTION - NO SYMPTOM	Incident/RO Date	9/15/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	6
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	59,753
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

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### TECH LINE Information

Subject	Knocking noise heard from engine - A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	9/21/2023 9:51 AM		
Description			
Recommendation Detail			

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### DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

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### Contact Information

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Name	[REDACTED]	Phone	[REDACTED]
Account Name	WOOD NISSAN OF LEE'S SUMMIT	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

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### Address Information

Mailing Address

Other Address

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### Additional Information

Fax  
Home Phone  
Work Phone  
Description

Lead Source  
Birthdate  
Department

### System Information

Created By NNAETL, 8/14/2021 4:35 AM Contact Owner NNAETL  
Last Modified By NNAETL, 3/6/2024 12:49 AM

### Activity History

Email: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

Name  
Task   
Due Date 9/21/2023  
Assigned To Matthew Mead  
Last Modified Date/Time 9/21/2023 9:56 AM  
Comments Additional To [REDACTED]  
CC:  
BCC:  
Attachment:  
Subject: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [  
Body:  
William,  
TECH LINE's latest case update is below.  
Recommendation:  
- Thank you for confirming large debris is present in the oil pan.  
- Please replace the long block and turbocharger assemblies.  
- Please review questions about warranty authorization with the Warranty Administrator at the Dealer.  
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)  
Thank you, \_\_\_\_\_ Matt MTECH LINE  
Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.  
Email file attachments are limited to 6MB.  
From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.  
If no response, we will assume additional assistance is not required and the case will be closed.  
Closed TECH LINE cases can be reopened.  
Case #: [REDACTED]  
Date Created: 9/21/2023  
VIN: 1N6BA1F48 [REDACTED] Mileage: 59,753  
Dealer code: 5905  
Dealer name: WOOD NISSAN OF LEE'S SUMMIT  
Customer's Concerns:  
C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.  
Technician Findings:  
DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. I DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.:  
This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer

pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.



Email: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

9/21/2023

Matthew Mead

9/21/2023 8:44 AM

Additional To: [REDACTED]

CC:

BCC:

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

Body:

William,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the loud noise heard from the engine area.
- In previous cases we have seen similar concerns caused by crankshaft separation.
- Please first inspect the engine oil level and condition.
- Perform a "cylinder cutout test" using the Active Test on CONSULT and find out if the sound can be isolated to a cylinder.
- If the sound is not able to be isolated to a cylinder using this test please remove the oil pan and inspect for excessive debris/trauma.
- If we find excessive debris or trauma please replace the long engine assembly.

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, \_\_\_\_\_ Matt MTECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 9/21/2023

VIN: 1N6BA1F [REDACTED] Mileage: 59,753

Dealer code: 5905

Dealer name: WOOD NISSAN OF LEE'S SUMMIT

Customer's Concerns:

C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.

Technician Findings:

DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. I DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.:

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**Emails**

**Case** [REDACTED] **2016 TITAN XD; Knocking noise heard from engine - A61** [REDACTED]

**Message Date** 9/21/2023 9:56 AM

**Has Attachment**

**Email Address** [REDACTED]

**Status** Sent

**Subject** Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

**Text Body** William,

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for confirming large debris is present in the oil pan.
- Please replace the long block and turbocharger assemblies.
- Please review questions about warranty authorization with the Warranty Administrator at the Dealer.

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you,

---

**Matt M**

**TECH LINE**

**Updating a TECH LINE Case:**

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**From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.**

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Case #: [REDACTED]  
Date Created: 9/21/2023  
VIN: 1N6BA1F48 [REDACTED]

Mileage: 59,753

Dealer code: 5905

Dealer name: WOOD NISSAN OF LEE'S SUMMIT

**Customer's Concerns:**

C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.

**Technician Findings:**

DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. I DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.:

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**Re: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]**

Message Date 9/21/2023 9:46 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

Text Body THANK YOU FOR YOUR ASSISTANCE, OIL LEVEL ONLY SHOWING HALF ON DIPSTICK. DARK AND DIRTY COLOR AND SMELL. PERFORMED CUT OFF POWER BALANCE TEST. UNABLE TO CONFIRM RESULTS OF TEST. ALL CYLINDERS SEEMED ABOUT THE SAME. REMOVED LOWER OIL PAN AND DEFINITLY HAS LARGE DEBRIS IN IT. I REALLY DONT KNOW WHO TO CONTACT FOR LONGBLOCK APPROVAL. WHAT SHOULD I DO NEXT?

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Thursday, September 21, 2023 8:44 AM

To: [REDACTED]

Subject: Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]

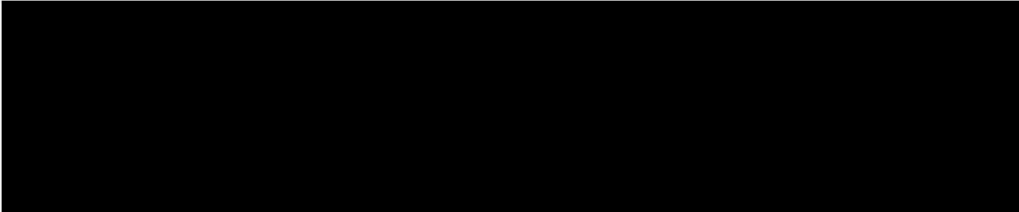
[REDACTED]

William,

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for documenting the loud noise heard from the engine area.
- In previous cases we have seen similar concerns caused by crankshaft separation.
- Please first inspect the engine oil level and condition.
- Perform a "cylinder cutout test" using the Active Test on CONSULT and find out if the sound can be isolated to a cylinder.
- If the sound is not able to be isolated to a cylinder using this test please remove the oil pan and inspect for excessive debris/trauma.
- If we find excessive debris or trauma please replace the long engine assembly.



Thank you,

---

Matt M

TECH LINE

**Updating a TECH LINE Case:**

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Case #: [REDACTED]

Date Created: 9/21/2023

VIN: 1N6BA1F48 [REDACTED]

Mileage: 59,753

Dealer code: 5905

Dealer name: WOOD NISSAN OF LEE'S SUMMIT

**Customer's Concerns:**

C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT, NOW IT HAS A LOUD NOISE WHEN RUNNING.

**Technician Findings:**

**DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. I DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.:**

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**Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A61 [REDACTED]**

Message Date **9/21/2023 8:44 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Knocking noise heard from engine - A [REDACTED]**

Text Body **William,**

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for documenting the loud noise heard from the engine area.
- In previous cases we have seen similar concerns caused by crankshaft separation.
- Please first inspect the engine oil level and condition.
- Perform a "cylinder cutout test" using the Active Test on CONSULT and find out if the sound can be isolated to a cylinder.
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- If we find excessive debris or trauma please replace the long engine assembly.

**The TECH LINE Survey can be accessed by: [CLICKING HERE](#)**

**Thank you,**

---

**Matt M**

**TECH LINE**

**Updating a TECH LINE Case:**

**Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.**

**From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.**

**If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.**

**Case #:** [REDACTED]

**Date Created:** 9/21/2023

**VIN:** 1N6BA1F48 [REDACTED]

**Mileage:** 59,753

**Dealer code:** 5905

**Dealer name:** WOOD NISSAN OF LEE'S SUMMIT

**Customer's Concerns:**

**C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.**

**Technician Findings:**

**DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. i DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.:**

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copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

## Case Comments

9/21/2023 9:55 AM

User **Matthew Mead**  
Public

Comment  
**Recommendation:**  
- Thank you for confirming large debris is present in the oil pan.  
- Please replace the long block and turbocharger assemblies.  
- Please review questions about warranty authorization with the Warranty Administrator at the Dealer.

9/21/2023 9:50 AM

User **Matthew Mead**  
Public

Comment  
**Description:**  
THANK YOU FOR YOUR ASSISTANCE, OIL LEVEL ONLY SHOWING HALF ON DIPSTICK, DARK AND DIRTY COLOR AND SMELL, PERFORMED CUT OFF POWER BALANCE TEST, UNABLE TO CONFIRM RESULTS OF TEST, ALL CYLINDERS SEEMED ABOUT THE SAME, REMOVED LOWER OIL PAN AND DEFINITELY HAS LARGE DEBRIS IN IT. I REALLY DONT KNOW WHO TO CONTACT FOR LONGBLOCK APPROVAL. WHAT SHOULD I DO NEXT?

9/21/2023 8:44 AM

User **Matthew Mead**  
Public

Comment  
**Recommendation:**  
- Thank you for documenting the loud noise heard from the engine area.  
- In previous cases we have seen similar concerns caused by crankshaft separation.  
- Please first inspect the engine oil level and condition.  
- Perform a "cylinder cutout test" using the Active Test on CONSULT and find out if the sound can be isolated to a cylinder.  
- If the sound is not able to be isolated to a cylinder using this test please remove the oil pan and inspect for excessive debris/trauma.  
- If we find excessive debris or trauma please replace the long engine assembly.

9/21/2023 8:36 AM

User **Survey Site Guest User**  
Public

Comment  
**Customer Comments:** C/S HE GOT REDUCED POWER MESSAGE AND VEHICLE STALLED OUT. NOW IT HAS A LOUD NOISE WHEN RUNNING.  
 **Technician Findings:** DIESEL TITAN CAME IN WITH A LOUD NOISE COMING FROM ENGINE AREA. I DON'T WORK ON DIESELS, I DONT REALLY KNOW MUCH ABOUT THEM. I DO KNOW THIS NOISE IS NOT GOOD. I HAVE ABSOLUTLY NO IDEA HOW TO DEAL WITH RESOLVING THIS ISSUE. THIS VEHICLE IS STILL UNDER FACTORY WARRANTY. CAN YOU GUIDE ASSISTANCE ON THIS ISSUE PLEASE.  
 **Repairs Made:** NONE  
 **Verified:** Yes  
 **Question for TECH LINE:** Other - Ask Question in Technician Findings

## Case History

9/21/2023 9:51 AM

User **Matthew Mead**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

9/21/2023 9:46 AM

User **Managed Services**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 9/21/2023 9:46 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

9/21/2023 8:38 AM

User **Matthew Mead**  
Action **Changed Subject to Knocking noise heard from engine - A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

9/21/2023 8:37 AM

User **Matthew Mead**  
Action **Changed Case Owner from TECH LINE Initial 1 to Matthew Mead.**

9/21/2023 8:36 AM

User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

**9/21/2023 8:36 AM**

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User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to WOOD NISSAN OF LEE'S SUMMIT. Created.**

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